anthony james estate agents
Charlotte House
35-37 Hoghton Street
Southport
PR9 0NS

Tenant Support Policy: Loss of Heating, Hot Water, or Electricity

Purpose:

To provide clear guidance for tenants experiencing loss of essential services including heating, hot water, or electricity, ensuring prompt support, safety, and effective resolution. Where the Agent instructs a contractor to attend the property and the repair is deemed to be caused due to tenant's usage, then the tenant (s) will be liable for the cost of the call out and any repairs. This includes boiler pressure and blocked drains.

1. Immediate Safety Checks (Tenant Responsibility)

Before contacting the Agent or Emergency Contractor, tenants should perform basic checks:

Heating & Hot Water (Gas Boilers):

- Check that the boiler is turned on and the thermostat is set correctly.
- Ensure the pressure gauge is between 1 and 2 bars.
- Restart the boiler if it has gone into fault mode (see boiler manual).
- Check if other gas appliances (like gas hobs) are working.
- Ensure your prepayment meter (if applicable) has credit.
- Ensure the programmer/timer is set correctly.

Electricity:

- Check your fuse box for any tripped switches (flip back to restore).
- Ensure your prepayment meter (if applicable) has credit.
- Check if a power cut is affecting the area (call 105 to confirm).
- Verify whether individual sockets are faulty or if it's a full loss.
- Switch off all appliances and then turn them back on one at a time to help identify which one may be causing the issue

2. When to Report a Repair

If the above checks do not resolve the issue:

Non-Emergency Repairs:

Use the Tenant Portal to report:

- Boiler faults with no visible error code
- Radiators not working in some rooms
- Partial power issues (e.g., one circuit affected)
- Intermittent hot water

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Submit repair via your tenant portal or to this email rentalspm@ajestateagents.co.uk and remember to include photos or screenshots of any error codes or visible faults.

Emergency Repairs – Contact Immediately:

Call 0333 444 0365 (24/7 emergency line) if:
- You have no heating and no hot water during cold months
- There is a complete loss of electricity
- There is a gas leak (also call 0800 111 999)
- There is a major water leak related to the heating system

3. Response Times

Urgency Level	Response Time
Emergency	Within 4–6 hours
Urgent (next-day)	Within 24–48 hours
Routine Repair	Within 3–5 working days

4. Out of Hours Emergencies

Outside of office hours, only true emergencies will be attended to. These include:
- No heating/hot water for vulnerable tenants (elderly, young children, medical needs)
- Total electrical failure
- Risk of further property damage

If a contractor attends and determines the issue is due to tenant misuse or non-emergency, you may be liable for call-out charges.

5. Tenant Responsibilities

- Maintain reasonable heating usage (e.g., keep thermostat at a practical level).
- Report any faults promptly and accurately.
- Provide access for contractors during agreed times.
- Do not attempt DIY repairs – this may cause damage and breach tenancy terms.

6. Landlord and Agent Obligations

- We will ensure that heating and hot water systems are safe, serviced, and repaired within a reasonable time frame.
- We will liaise with trusted contractors to attend promptly and provide updates where possible.
- We will keep a record of all reports and actions taken.

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Contact Summary:

Issue	Contact
Gas leak	0800 111 999
Power cut	105
Emergency repair	0333 444 0365
non-urgent issue	use your tenant portal or email: rentalspm@ajestateagents.co.uk